



Job Description

TITLE:	CONCIERGE DESK ASSISTANT VOLUNTEER		
DEPARTMENT:	CITY CLERK	REPORTS TO:	CITY CLERK
STATUS:	VOLUNTEER	EFFECTIVE DATE:	MAY 2015

JOB SUMMARY

Under direction of the City Clerk, completes various reception and clerical tasks as assigned

ESSENTIAL DUTIES AND RESPONSIBILITIES

The person in this position performs duties and responsibilities which may include but are not limited to any combination of the following tasks:

- Greets Civic Center visitors
- Becomes familiar with the City of Sequim's website
- Answers basic questions both on the phone and in person
- Directs visitors to appropriate forms and other media
- Directs visitors to the appropriate department(s) as questions require
- Maintains a neat and orderly work area
- Regularly inventories and replenishes forms and media
- Communicates regularly with supervisor
- Follows communication guidelines to pass information on to other Concierge Desk Assistants
- Participates in update process for Concierge Desk Assistant Notebook
- Assists City Clerks and Marketing/Tourism, as needed
- Maintains confidentiality of information learned on the job
- Observes activity on the premises and notifies staff in appropriate situations
- Completes other tasks as assigned

EDUCATION and EXPERIENCE

- Basic telephone and computer skills
- An interest in community life
- Ability to work independently
- Community spirit
- Willingness to assist staff and participants
- Ability to learn new tasks and information

- Friendly in person and on the phone

KNOWLEDGE, SKILLS and ABILITIES

- Ability to perform effectively with interruptions and limited privacy
- Ability to follow through with directions while working independently
- Ability to use a computer, in particular to search for information on websites
- Good disposition to enjoy work that involves approaching and relating to the public

SPECIAL REQUIREMENTS and/or CERTIFICATIONS

Satisfactory completion of a criminal background check

Commitment to serve a minimum of 6 hours (two shifts) per week for six months

WORKING CONDITIONS

Work is performed indoors at Sequim Civic Center.

REWARDS OF VOLUNTEERING

- Opportunity to volunteer in a friendly environment
- Gain knowledge about the community and government
- Possible school credit for community service